



## Business Technology Support Center and SysAid Training

SysAid is an easy way to report and monitor technology issues and requests. You can access the new SysAid software through the Business Technology Support Center tab, found on the Minnesota Housing intranet homepage.

### Logging into SysAid:

Navigate to the Intranet homepage, click on **Business Technology Support Center**

The screenshot shows the Minnesota Housing Finance Agency intranet homepage. The browser window title is "Minnesota Housing Finance Agency - Microsoft Internet Explorer provided by MN Housing Finance Agency". The address bar shows "http://mhfa-cms/internal/index.htm". The page features a navigation menu with links for Home, Calendar, Sitemap, and mhousing.gov. A search bar is located in the top right. The main content area includes an "Upcoming Events" section with a list of events, a "2011 Employee Engagement Survey Response Rate Update" section with a bar chart, and an "Agency News" section with several news items. A sidebar on the left contains links for Foundations, Employee Directory, Employee Appreciation, Business Technology Support Center, and Whaddya think? A red arrow points to the "Business Technology Support Center" link.

**Upcoming Events**  
View Full Calendar

- [Holiday - Office Closed](#)  
Mon, Jan 02, 2012 8:00AM
- [Timesheets due by 10:00 a.m. - HR](#)  
Tue, Jan 03, 2012 10:00AM
- [Travel/Expense Reports Due - Accounting](#)  
Wed, Jan 04, 2012 12:00PM
- [Purl with a Purpose - Times Square](#)  
Thu, Jan 05, 2012 12:00PM
- [Board Agenda Items Due - Via email](#)  
Thu, Jan 05, 2012 5:00PM

**2011 Employee Engagement Survey Response Rate Update**  
**FINAL!**

Category	Response Rate
Overall Agency participation	92%
Multifamily	97%
Single Family	94%
Admin/ Finance/ Operations*	83%

\*Includes: Administration, Finance and Accounting, HR, Research, Policy and Community Development, BTS and Commissioner's Office

**Agency News**

**12.30.11 - A second life for your Christmas tree** Submitted by Carol Yanisch--The Pioneer Press reports that the 2012 St. Paul Winter Carnival is looking for a few good trees. Organizers of the annual winter celebration plan to decorate Rice Park in downtown St. Paul with donated Christmas trees for this year's carnival, which runs from January 26 through February 5. You can bring trees to 85 West Water Street, on the south side of Harriet Island, through Jan. 22 to be included in the festivities. For more information on donating, call the St. Paul Festival & Heritage Foundation at 651-223-4700 or go to winter-carnival.com.

**12.29.11 - Don't throw away those holiday cards!** Submitted by Carol Yanisch--Instead of throwing away all those Christmas and holiday cards you received, bring them to the front desk on third floor. Former Minnesota Housing employee Maggie Demco will collect them and bring them to a nursing home where they will be repurposed and turned into gift boxes.

**12.22.11 - Michael Landis joins Accounting team** Submitted by Carol Yanisch--Michael Landis joined Minnesota Housing on Wednesday, December 21 as an accountant, reporting to Terry Schwartz. He most recently

**Foundations**

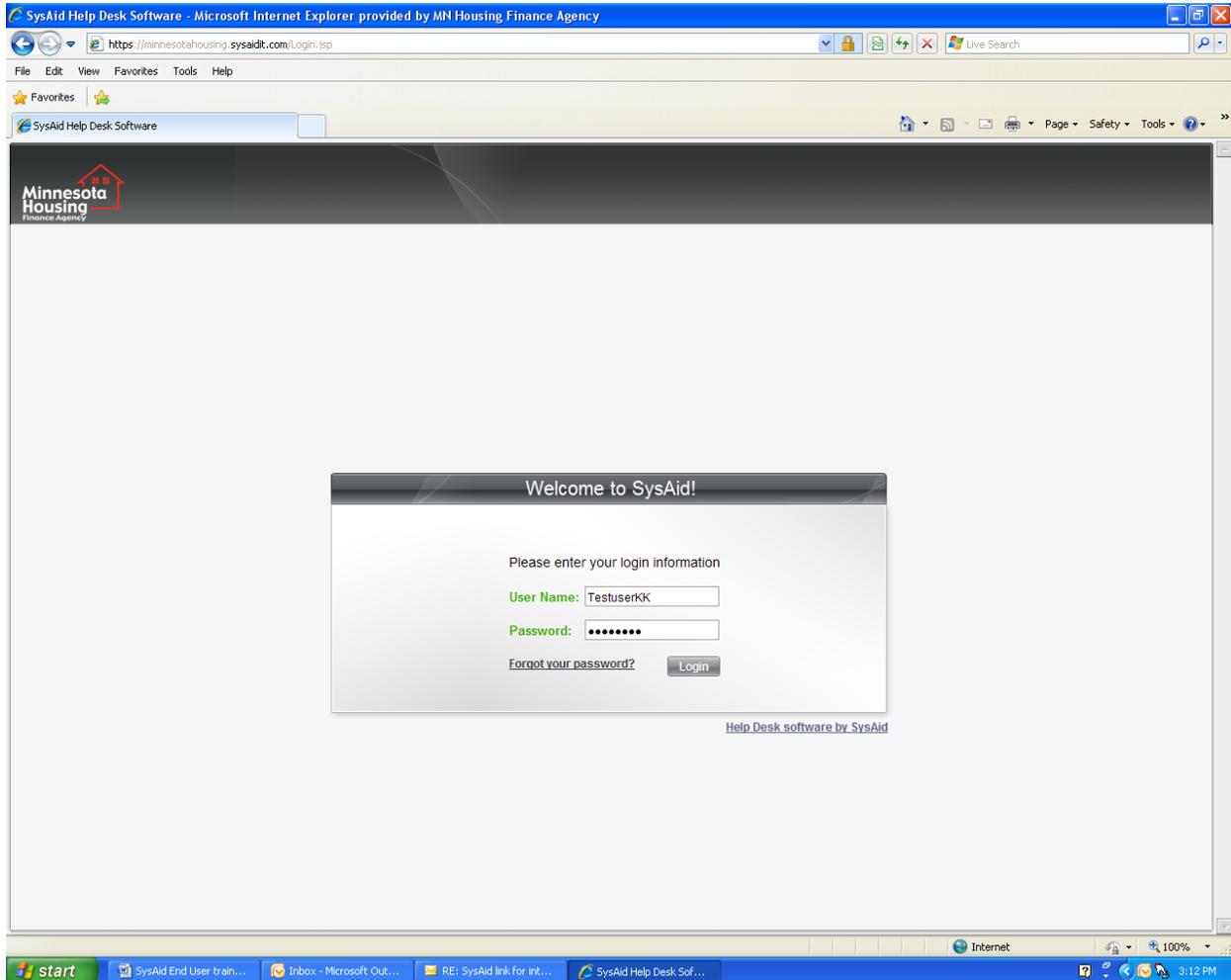
**Employee Directory**

**Employee Appreciation**

**Business Technology Support Center**

**Whaddya think?**  
We'd like your feedback.  
Please let us know what you think about the new agency intranet.

At the Welcome to SysAid screen, login with the user name and the password you received via email. If you didn't receive an email, or are not sure of your user name, contact the Help Desk at [hdesk@marge.mhfa.state.mn.us](mailto:hdesk@marge.mhfa.state.mn.us) or by phone at 296-8010.



The login will take you to the Business Technology Support Center.

Here you will be able to:

1. Submit a Service Request (Report a technology concern or question.)
2. View your Service history (Monitor the status of a request.)
3. Look at the SysAid Calendar (Another way to check on your request history.)
4. Change your Password (This changes your SysAid password only.)

Change Request Actions is not being utilized, at this time.

## Reporting a technology issue:

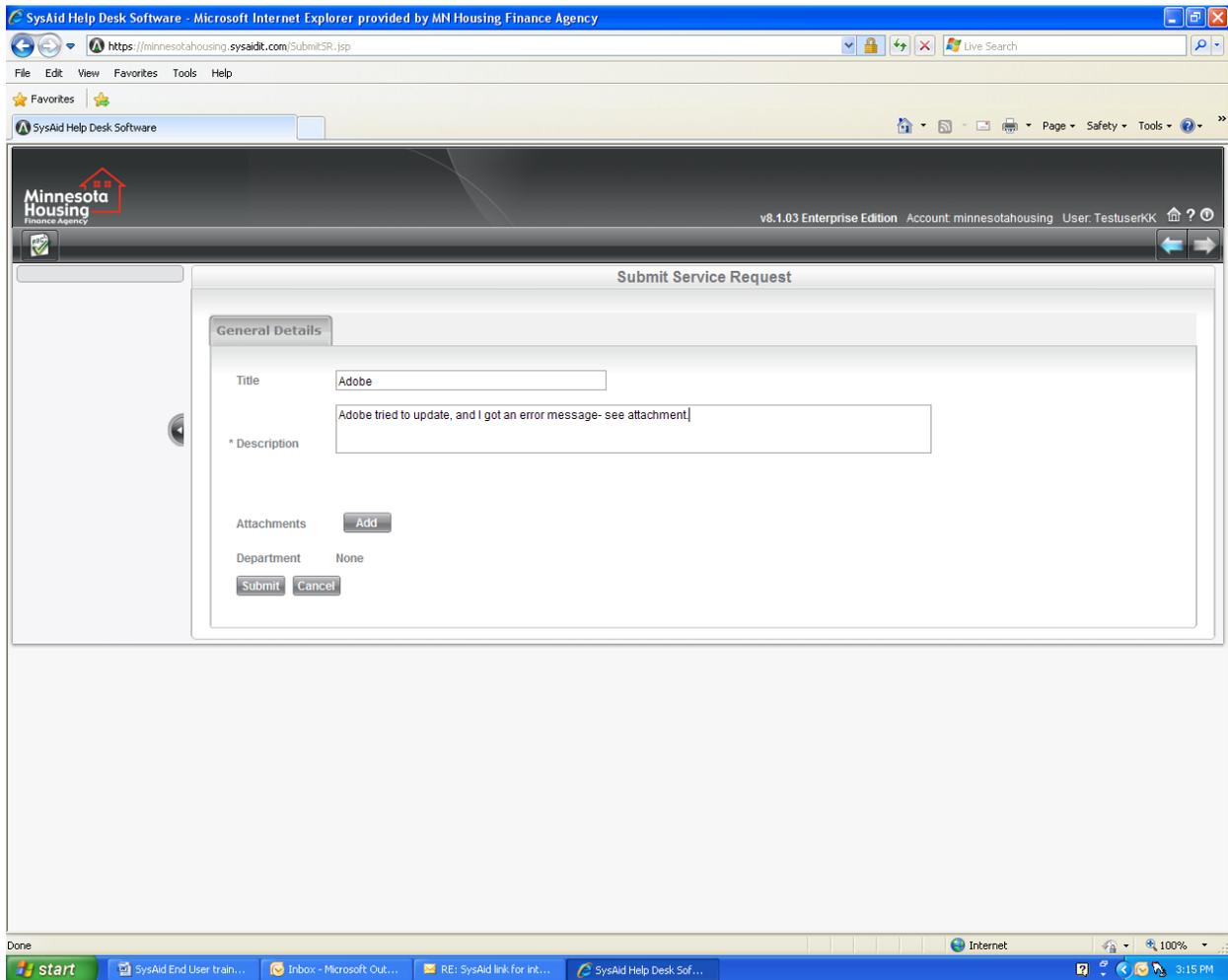
To receive assistance, click on “Submit a Service Request”.

The screenshot displays the SysAid Help Desk Software interface within a Microsoft Internet Explorer browser window. The browser's address bar shows the URL <https://minnesotahousing.sysaidit.com/EndUserPortal.jsp>. The page header includes the Minnesota Housing Finance Agency logo and the text "Business Technology Support Center". The main content area features a welcome message for "Test Userkk" and a grid of five service options, each with an icon and a brief description:

- Submit a Service Request**: Experiencing technical problems or have an issue to report? Click here to submit a service request to your IT department.
- View Your Service History**: Keep track of the service requests you've previously submitted and monitor the status of your reported technical problems.
- SysAid Calendar**: See a schedule of when you submitted service requests, the dates by when they must be resolved, and all events that have been published to your group.
- Change Request Actions**: Participate in Change Management processes, approve or reject Change requests, enter comments, and view detailed Change information.
- Change Your Password**: Change your password and profile information.

A large red arrow points to the "Submit a Service Request" button. The SysAid logo and "Help Desk software" text are visible in the bottom right corner of the page. The Windows taskbar at the bottom shows the start button and several open applications, including "SysAid End User train...", "Inbox - Microsoft Out...", "RE: SysAid link for int...", and "SysAid Help Desk Sof...". The system clock indicates the time is 3:14 PM.

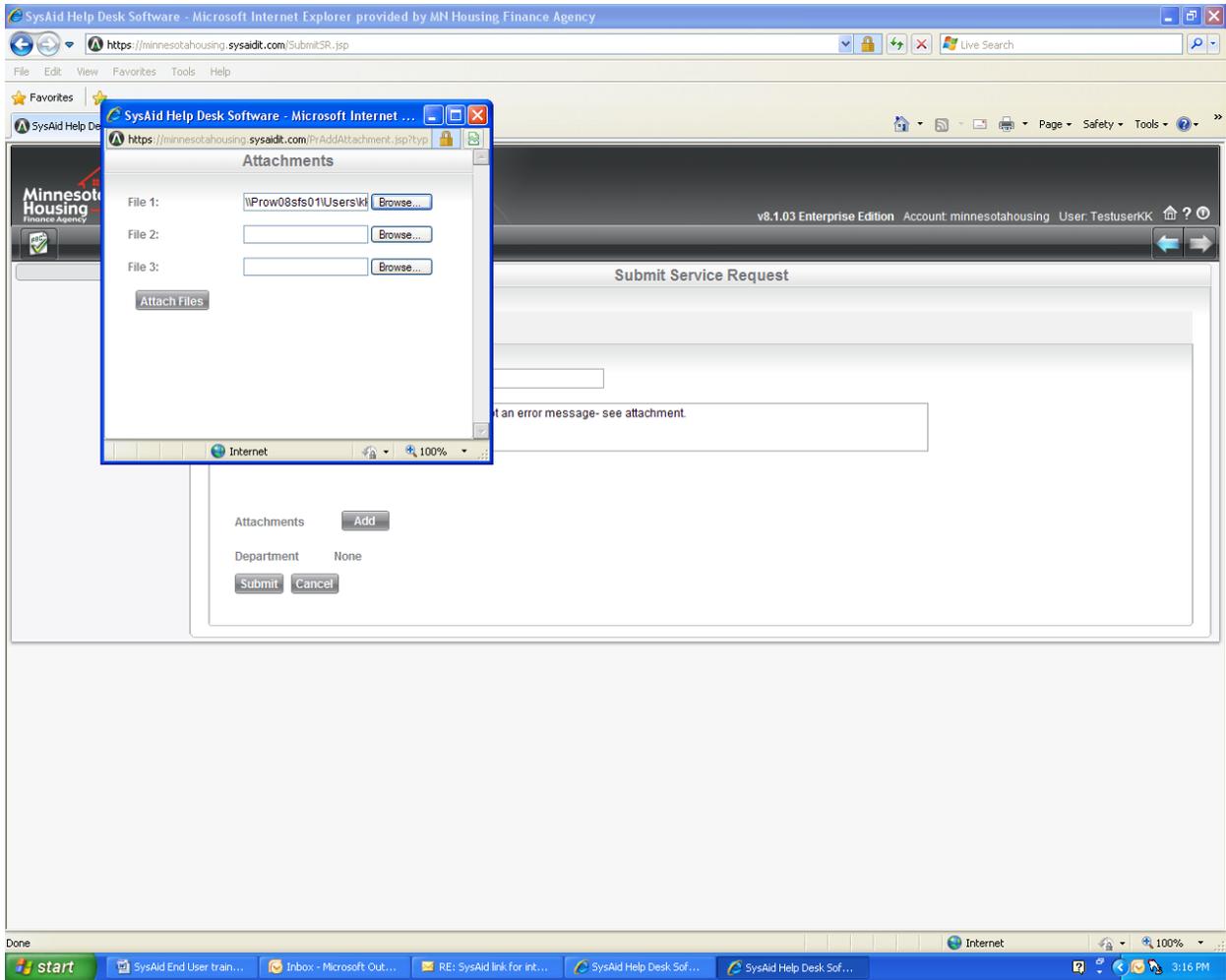
This will take you to the General Details form. Type in an appropriate title, then describe the issue you are having. If you're not sure exactly what to say, just describe the issue as best you can; the Help Desk will contact you if they have questions.



## Adding Attachments:

To add an attachment (such as a screen print of an error message) click the **Add** button. Click **Browse** to locate the file you want to attach. Then click on **Attach File**. Multiple files may be attached by repeating this step.

\*Hint: To create a document to attach: Hit the "Print Screen" button on your keyboard. The image will appear in "Printkey 2000". Select **Copy**, open Word, and then paste the image into Word. Name and Save the document in Your Documents folder.



## Submit a Service Request:

Minnesota Housing Finance Agency v8.1.03 Enterprise Edition Account: minnesotahousing User: TestuserKK

### Submit Service Request

**General Details**

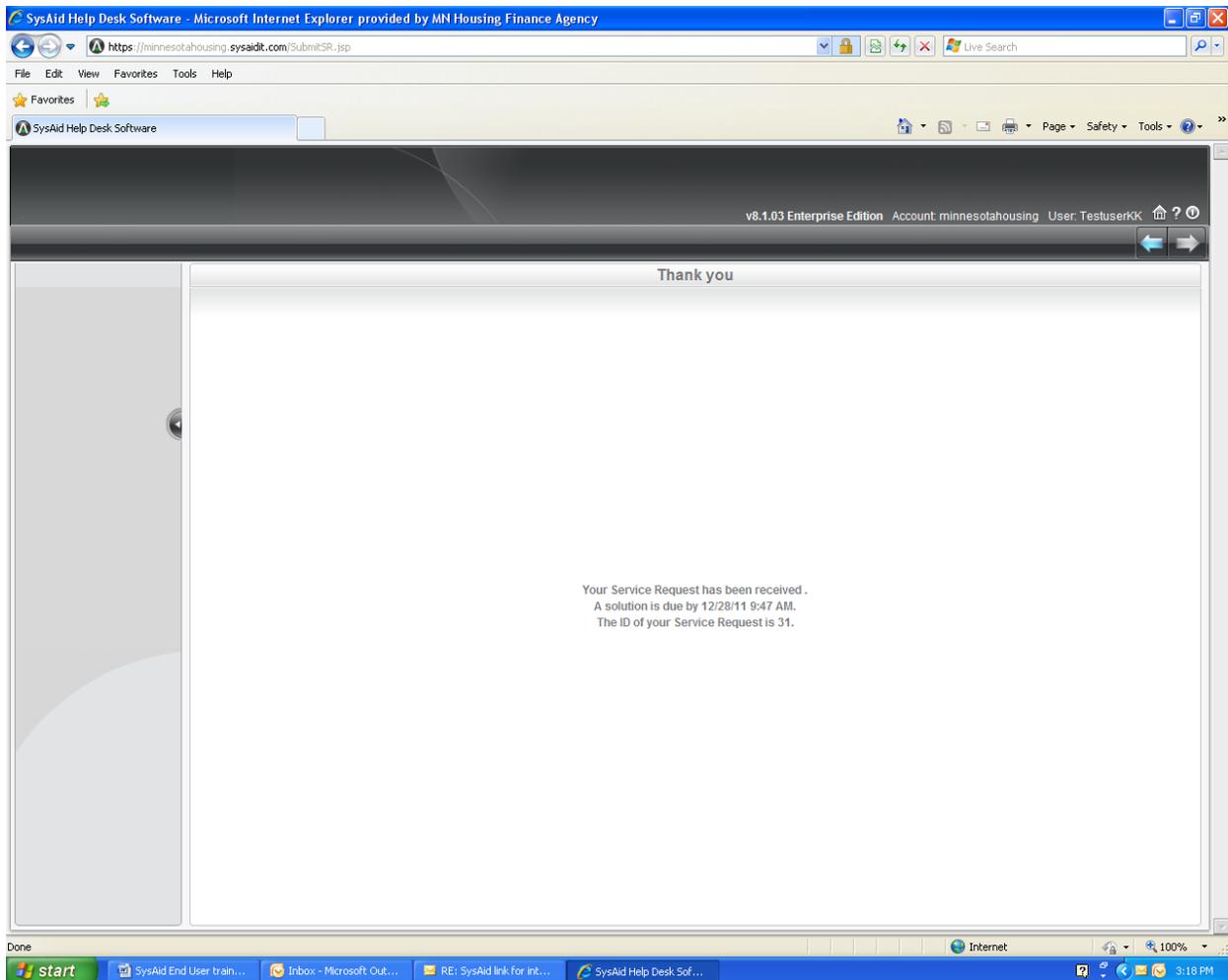
Title:

Description:

Attachments:  Error\_Message.doc - 12/27/11 3:16 PM

Department:

Click **Submit**, and your service request will be assigned a number. Your request is now in queue for assistance.



## **Monitoring a Service Request:**

Once you submit your request, the process flow will be the same as always, and you will be able to see what is going on behind the scenes by clicking on the “View Your Service History” button.

It’s important to note that your service requests communicated to the Help Desk by email or verbally, will also be stored in SysAid, under your name. Even though you didn’t type it in yourself, you will still have the ability to login and monitor the status of your issue by logging on to SysAid.

## **Changing your SysAid Password:**

At any time, you can also click “Change Your Password” to change that to something you will be able to remember. All fields with an asterisk are required to be filled in.

We hope you will find that SysAid allows you to more easily report and monitor your technology issues and requests. If you have further questions, please contact the Help Desk at [hdesk@marge.mhfa.state.mn.us](mailto:hdesk@marge.mhfa.state.mn.us) or by phone at 296-8010